

April 2025

IMPORTANT SAFETY RECALL

NHTSA Recall – 25V-206

Shyft Internal Recall No. 25-08

Dear Dealer or Service Manager:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Shyft Group, Inc. has decided that certain 2025 model year Blue Arc BA4L-800 model vehicles may present a potential safety risk related to the high voltage propulsion batteries install in the vehicles, based on information provided by the battery equipment manufacturer's NHTSA Safety Recall Report 25E022 on April 2, 2025.

An unseated fastener may exist along the center spline of the battery pack. This condition can create a leak path into the battery pack, potentially compromising the electrical isolation or creating a high voltage short circuit (localized heating within the battery pack)..

To determine if the condition of an unseated fastener exists on the center spline of the battery pack the inspection requires a negative pressure vacuum leak test on suspect batteries while installed in vehicles. The inspection may take up to 1 hour to complete. If no vacuum leak rate is detected, it concludes that the condition does not on the installed battery.

If an unacceptable leak rate is detected, the battery will be removed and replaced. The replacement of batteries may take up to 2 days to complete. However, the service provider may need the vehicle longer due to scheduling and safe transport of the vehicle.

The remedy will be provided at no charge.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for repair.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.



SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call Blue Arc Customer Care Center at **888-371-2209** or email **evsupport@bluearcev.com** and reference 25-08.
3. Please provide current owner name, address and phone number.

COMPLETING THE WORK:

Complete the work per the service bulletin when it becomes available, and we anticipate it being available 4/21/2025.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 25-08 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Shyft **888-371-2209** or email **evsupport@bluearcev.com** for verification.
2. Complete the work as instructed in the service bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

BLUE ARC ASSISTANCE:

1. If you have technical questions or questions regarding warranty claims, please call **888-371-2209** or email **evsupport@bluearcev.com**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

The Blue Arc Compliance Team

